

# GENERAL GOVERNMENT

General Government exists to provide professional leadership and management for a healthy and economically satisfying environment for citizens.



## Overview

General Government is comprised of Personnel, Administrative Services, Central Inspection, Property Management, and Parking Services.

- Personnel recruits and trains employees for the City.
- Administrative Services supervises the Municipal Court, Central Inspection, Internal Audit, and Property Management operations and provides oversight of the Neighborhood Assistance and Community Education staff along with the Career Development Division.
- Central Inspection enhances the public safety and welfare of the City through enforcement of City codes relating to building construction, housing maintenance, zoning, regulatory licensing, and neighborhood improvement services.
- Property Management acquires, manages, operates, and sells real estate for the City. The division is responsible for City-owned properties, both temporarily and permanently owned, that are not for public use.
- Parking Services' purpose is to make quality and economical parking opportunities available in the downtown area of Wichita, especially in the East Bank.

## Finance and Operations

General Government is comprised of several divisions that provide valuable services to citizens.

**Personnel** maintains a merit system of employment, administers classification and compensation plans, and promulgates personnel policies and procedures. The administration of employee programs, bargaining unit negotiations, and grievance investigations are coordinated through Personnel.

Oversight of the City payroll process is housed in Personnel, where 3,003 paychecks are processed and

Personnel Service Levels				
	1998	1999	2000	2001
Grievances Submitted to ERO*	33	60	59	60
Grievances resolved by ERO*	30	55	56	52
Grievances submitted to Grievance Board	3	5	3	8
Percent of Grievance Resolved by ERO*	91.90%	91.70%	94.90%	86.70%

\*Employee Relations Officer (ERO)

distributed bi-weekly. Staff also maintains personnel transactions and records; directs equal employment/affirmative action programs; and superintends the employee training and development programs.

An Employee Training Fund was established to provide funding for training and travel that will enhance the performance of City employees. The Employee Training Fund has been administered by Personnel to ensure that training requests pertain to job duties and enhance the employee's working knowledge. Starting in 2002, the Employee Training Fund will be folded into the General Fund, as reflected in the Nondepartmental budget. The allocation of employee training funds will increase \$110,000 to \$350,000.



The additional funds are earmarked for customer service and supervisory training to ensure that citizens are receiving first-rate customer service.

**Administrative Services** is divided into several sections: Administration, Public Information, Government Relations/Legislative Services, the City Clerk's Office, and Neighborhood Centers/Services.

In 2002, the Administration section absorbed two Management Intern positions that were funded from the WSU Management Trainee Trust fund through 2001. Funds continue to be received from WSU to support the positions, but a separate fund will no longer exist.

Internal Audit is a part of the Administration section. The Internal Auditor verifies compliance with policies and agreements, and monitors and reviews management practices, including financial transactions.

The Administration section has oversight for the Development Assistance Center. Four years ago the center was established to provide a single point of contact for developers. The Development Assistance Center has been actively involved in annexation activities such as coordinating a staff annexation team; developing information for residents; and organizing meetings with affected citizens.

The Public Information Officer (PIO) is responsible for handling the flow of information both within and outside of the City organization. The PIO manages the broadcasting of City Council meetings, public service announcements, and television commercials in support of the City's Environmental Education program. The Public Information Office publishes the employee newsletter, iCity Link.

A Marketing Services Director coordinates the City's unified marketing effort. The budget continues to include an annual appropriation of \$175,000 to support the marketing campaign of City services. Marketing campaigns that have received support from the funding include:

- Historical Trolley tours
- Unveiling of Eaton redevelopment
- Lighting of the Towers (Central & McLean)
- Heroes Wanted fire recruitment campaign
- Heart of Wichita campaign
- Regional Tourism initiative

On April 18, 2000, the City launched the iGreening of Wichita program challenging the citizenry of Wichita to lend a hand in planting 100,000 trees. The City was able to secure \$50,000 from the Lattner Foundation to support the program. Funds will primarily be utilized for the purchase of trees to be planted. The coordination of the project is being handled by the Special Projects Coordinator.

The iCity Beat television program, featuring in-depth discussions with key City employees and community leaders about events and projects of the City, is produced by the Public Information Officer. City Beat offers citizens an opportunity to call in and ask questions directly of the guests who are involved in high-profile public projects.

The Intergovernmental Relations (IGR)/Legislative Services office is the City's lobbying arm, representing the City in Topeka during the legislative session and throughout the year. IGR also communicates legislative and policy issues of importance to the federal legislative delegation.



The City Clerk's Office is responsible for acting as ex-officio clerk of the City Council, the Board of Bids and Contracts, Staff Screening and Selection Committee, and for preparing minutes of all meetings. Additionally, the City Clerk maintains the official files of the City, and provides access to City Council meeting agendas and minutes. All users of the City's electronic mail network have access to indexed minutes at all times, offering considerable time savings to employees who need to refer to Council actions as an integral part of their jobs. In addition, the City Clerk's office posts Council minutes on the Internet after every council meeting.

The IDEA Center, operated through the Administrative Services Division, is an innovative, interactive center designed to facilitate ideas and problem solving in a neutral environment. The IDEA Center is based upon the use of technology to provide an enhanced ability to brainstorm, plan, and problem-solve with a facilitator assisting the group in identifying issues for discussion and in developing potential solutions.

The final section of the Administrative Services Division is Neighborhood Centers/Services, which provides a direct connection between the City organization and citizens of Wichita.

In 1995, the City formed a partnership with USD 259 and implemented the Community Education concept. The concept is based upon the use of school district facilities after the traditional school day ends. Four Community Education Coordinators-two are funded through CDBG dollars and two through General Fund dollars-are located in four public schools: Aley/Stamley, Colvin, Hadley and Northeast Magnet.



*District Advisory Board meeting involving citizen input on issues.*

The six District Advisory Boards (DAB), created in 2000, mark a new era in citizen participation for the City of Wichita. DABs are led by a Neighborhood Assistant, four of whom are funded by CDBG funds and two by the General Fund. Each DAB is comprised of eleven members appointed by the City Council.

The DABs provide feedback and input on City policies, programs and projects and assist with issues ranging from the City operating budget to specific zoning cases impacting a neighborhood. The boards meet in the evenings to provide citizens easy access to local government. Each District Advisory Board develop goals and special projects to directly serve the citizens in their district.



The City Council recently approved the iMini City Hall concept, which will be the Neighborhood Assistant's permanent location, affording area residents easier access to City services. The Mini City Halls will house Community Police, Neighborhood Inspectors, and Community Educators, along with recreation, health and library staff. The four locations are Atwater Community Center, Colvin Neighborhood Center, Evergreen Neighborhood Center, and Aley/Stanley Community School Center. Renovation for the Mini City Halls is projected to be completed in July 2001.

**Central Inspection** staff are dedicated to provide building, housing, and zoning code enforcement services for developers, building contractors, homeowners, and business owners. Primarily, the services are provided by certified building and housing inspectors.

<b>Central Inspection Service Levels</b>				
	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
Building permits issued	8,758	7,349	7,800	8,000
Building inspections completed	26,831	23,717	27,000	29,000
Housing code inspections	18,439	21,187	21,600	22,000
Housing cases closed annually	1,234	1,412	1,400	1,450

Building inspectors provide detailed inspections of new construction across the City. Housing inspectors respond directly to citizen requests and complaints and help protect the value of existing real estate, particularly properties located in

more mature sections of the City. A Neighborhood Inspector will be housed at each Mini City Hall to enhance neighborhood based services and code enforcement.

In addition to field inspection services, Central Inspection also reviews construction building plans and supports the Development Assistance Center, a one-stop City coordinating unit for real estate developers.

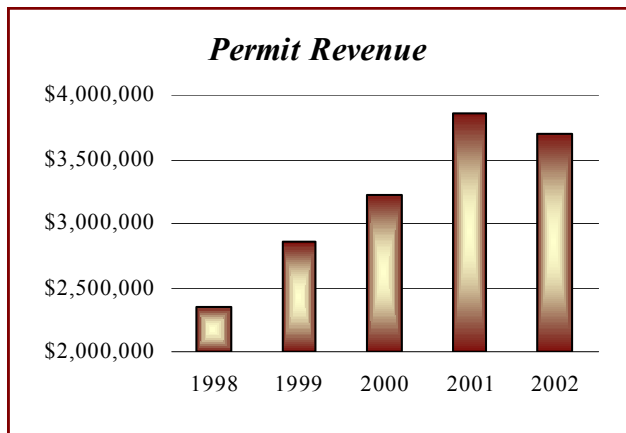
Central Inspection is a self-sustaining fund supported entirely by user fees derived from building code permitting and enforcement activity. Approximately 73 percent of annual revenues are derived from the collection of permit fees on new residential and commercial construction in the City.

New construction is a highly cyclical industry. In order to protect the Central Inspection Fund from sharp downturns in the market, an operating cash reserve is maintained that is equal to three to four months of operating costs. This buffer allows quality inspection staff to be retained in periods of recession and provides the opportunity for hiring of additional staff during times of peak activity. Because building permit fees provide the bulk of revenues for operations, the fees have a significant impact on fund balance. Periodic adjustments are implemented based on construction activity



*A Building Permit Examiner assists a contractor with a building permit.*

and fund balance, and are generally discussed and jointly supported by Central Inspection staff and builders prior to Council approval.



Construction of large commercial projects slowed considerably in 1999 and 2000 but is appearing to rebound in the first quarter of 2001 with the USD #259 bond approval and projected Wesley Hospital expansion. At the same time, the valuation of new residential construction has been declining, on average. These two factors have resulted in a decline in revenues for the fund and resulted in a 35% increase on building permits during 2000 to sustain a minimum 3-month operating reserve.

The fee increases will bring the fund to the appropriate levels. Expenditure adjustments will be made in conjunction with the fee increases.

As the City moves toward becoming more Internet and E-government focused, Central Inspection is examining the feasibility of bringing several of its services online. These services would allow citizens, contractors, property owners and businesses around-the-clock Internet capability to perform several functions. Submitting development plans, permit and license applications, checking the status of applications and permits, and looking up real estate property are examples of services that can be provided online.

**Property Management** is a self-sustaining special revenue fund supported entirely by the sale of City properties and lease revenue. A priority work task is the identification, inventory and sale of all public-owned properties no longer required for public use. The goal is to return these properties to the tax rolls of the City. The Property Management Fund includes a contingency allocation for emergency needs such as unanticipated property acquisitions or maintenance requirements.

Property Management activities include the management of the Farm & Art Market, with the goal of improving the property and increasing the number of tenants. The Farm & Art Market also operates an outdoor market on the plaza where various vendors can market and sell their merchandise. The outside market runs every Saturday from mid-May through the end of October.



*A family relaxes in front of the Farm and Art Market while enjoying a Saturday morning at the outdoor market.*





Property Management acquires, manages and operates numerous properties on a temporary basis, including those related to large capital projects such as the Kellogg freeway expansion. The division also manages properties held for special purposes on a long-term basis, such as housing at the Cessna Training Center (formally the Heartspring campus), the City Hall parking complex, Victoria Apartments, and the Farm and Art Market in Old Town. Property Management manages the City Hall Parking Complex, and annual funding provides for maintenance and protection of the structure.

**Parking Services** Fund is folded into the General Fund and Debt Service Fund. In the 2001 Revised budget, the Parking Control Checkers are reflected in the General Fund Police Department operating budget; parking meter and parking facility revenues are reflected in the Debt Service Fund, with the cash balance transferring to the General Fund.

## “Wichita... a City Achieving the Extraordinary”

General Government Department Budget Summary					
	2000 Actual	2001 Adopted	2001 Revised	2002 Adopted	2003 Approved
Personal Services	5,400,852	6,200,950	5,833,220	6,250,050	6,469,790
Contractual Services	2,259,969	2,271,170	2,562,960	2,230,420	2,213,530
Commodities	110,646	106,930	120,330	103,870	102,270
Capital Outlay	175,693	660,080	542,700	728,000	75,310
Other	395,822	928,490	276,450	676,270	125,450
<b>Total Local Expenditures</b>	<b>8,342,982</b>	<b>10,167,620</b>	<b>9,335,660</b>	<b>9,988,610</b>	<b>8,986,350</b>
General Fund	2,138,465	2,326,770	2,377,290	2,512,600	2,551,850
Central Inspection Fund	4,465,874	5,237,840	4,684,570	5,510,350	5,109,670
Property Management Fund	1,276,422	1,727,220	1,727,220	1,965,660	1,324,830
Parking Service Fund	208,145	596,790	151,530	0	0
Employee Training Trust Fund	254,076	279,000	395,050	0	0
<b>Total Local Expenditures</b>	<b>8,342,982</b>	<b>10,167,620</b>	<b>9,335,660</b>	<b>9,988,610</b>	<b>8,986,350</b>
<b>Grant Resources</b>	<b>114,992</b>	<b>0</b>	<b>92,370</b>	<b>0</b>	<b>0</b>
Total full-time positions	119	119	111	113	113
Total part-time positions	1	2	2	2	2
Total FTE positions	119.75	120.25	112.25	114.25	114.25